NorthPoint

NPG Helps
COVID-19 Furlough & Benefits FAQ

The team at NorthPoint has put together a list of frequently asked questions and answers within Oracle HCM Cloud related to COVID-19 Furloughs and Benefits to help other employers who may be experiencing similar requirements.

Should you have any additional questions not listed, please feel free to email us at NPGHelps@northpointgroup.com and we would be happy to answer them for you.

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Frequently Asked Questions

FAQ

- **Unfortunately, our organization needs to furlough a group of employees. What do we need to do within Oracle HCM Cloud to process this transaction?**
  - In this case, you will most likely use the place on leave transaction and may be able to use an existing leave of absence assignment status or need to create a new one. If employer-sponsored benefits should continue, you must ensure that the assignment status allows your employees to retain their enrollments. When creating a new assignment status, please be aware that the using a Suspended HR status does not allow Oracle Cloud benefits to continue enrollments.
    - If using Oracle Payroll, and this employee is "autopaid", then changing the Time Card Required value to "Yes" would stop the autopay.

- **We would like to continue all or only some of the benefits that are offered to an employee?**
  - If using Oracle Cloud Benefits, you may need to create or update your eligibility profiles at the Plan or Option level to restrict workers from continuing certain benefits. You must ensure that the appropriate assignment statuses are included in your eligibility profile.
    - It is also recommended to keep an eye on the life events that get triggered based on assignment changes.
  - If you are not using Oracle Cloud Benefits, you may need updates to existing outbound integrations and will work with your third-party provider to manage adjustments to benefits eligibility.

- **We would like to pay the employee portion of the medical, dental and vision premium. How can we accomplish this?**
  - If using Oracle Cloud Benefits, you may need to perform a date-tracked update to rates to change the amount temporarily. If this change is required, you will also need to create and run an Administrative life event to update the rates. Remember, there is the option to do a mass update of rates using the spreadsheet loader tool.
    - If you will continue to accrue benefits deductions while an employee is not being paid, the configuration for arrears is set at the element level and must be set to "Yes."
  - If you are not using Oracle Cloud Benefits, but using Oracle Payroll, you will need to evaluate how deductions are being fed to Oracle. This may require an upload to modify the existing element entries to update the amount and how the information feeds into the W2 bucket for year-end reporting.

- **How does this furlough impact data being sent to benefits providers such as Aetna, Blue Cross Blue Shield, etc.**
  - For Oracle Cloud Benefits customers, you may have a business reason to update your billing codes with third party providers. In that case, you would to modify the way integrations are grouping employees when sending data. If new assignment statuses are being created to handle these furloughs they will most likely need to be mapped in the integrations.

- **How may this impact GTL imputed income?**
  - If using Oracle Payroll, this would be best handled as a skip rule to stop the GTL. Afterwards, a "true up" can be performed.

- **What if we use a third-party for unemployment benefits? These furloughed employees meet the unemployment criteria and will need to be sent to this vendor.**
  - In this case, a file or report is most likely used to send to the third-party. This file or report may need to be modified to reflect the furloughed assignment status based on specific parameters being updated to select the correct population.

- **We are beginning to offer Telehealth plans and would also like to showcase our Employee Assistance Program. Do you have any suggestions?**
  - If these are new plans, you can configure them within Oracle Cloud benefits to be automatically assigned to employee records. When the employee goes to check their benefits within Oracle, they would see these values within their enrollment results. Plans can also be assigned links, that take the employee to more information about a particular benefit. Lastly, you can also post these details through the News and Announcements section of

Oracle. For more information regarding News and Announcements, you can visit Oracle Cloud Customer Connect here - https://cloudcustomerconnect.oracle.com/posts/89116d3be2